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# ENGLISH FOR TOURISM LOCAL WISDOM BASED

A Handbook for University Students



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# English *for* Tourism Local Wisdom Based

*A Handbook for University Students*

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**English for Tourism Local Wisdom Based  
A Handbook for University Students**

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#### **Anggota IKAPI**

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## PREFACE

*I dedicate this book to my dad and mom who support me to reach my goals.*

**Lia Safitri**

This book is designed and written to address the needs of the university on tourism subject. The topics are provided to support students competence including making hotel reservation both offline and online, checking in and out from a hotel, requesting and offering something, giving information about particular places, recommending tourism place ad product, making holiday plan, and using appropriate expression at the shopping center. Moreover, there is also provided the topics of written and spoken promotion and also tips being a tour guide.

Paralleled to the goal of the subject, which is to enhance students' competence in English tourism, the main point of the activities provided in each unit of this book is designed to explore the students' productive skills (speaking and writing). There is a discussion section, in forms of picture talking, conversation, or text, of each unit as the stimulation for the students related to the material will be learnt. The discussion is followed by the vocabulary section as the input before starting the main material. The section is followed by expression, reading, writing, and speaking section. In the last part of this book is served the project site that is designed to engage students in practicing the lesson gotten. Students can choose the project that they are confident doing.

This book is expected to help the teachers in developing their material and guide the students in learning about tourism. The teachers are still able to explore their creativity in developing their material to attract the students. Meanwhile, this book is used as a guide for the students to lead them in finding supporting material that is useful for them. The activities in this book can be modified based on the students' condition. The last but not least, this book is opened to be criticism and revised. If there any critics or suggestions, please feel free to contact the author at [lia-safitri2019@fkipuniska.ac.id](mailto:lia-safitri2019@fkipuniska.ac.id) or [damarsusanto53@yahoo.co.id](mailto:damarsusanto53@yahoo.co.id).

Kediri, July 2020  
Best regards,

Authors

UNIT	THEME	COMPETENCE	LANGUAGE POINTS	SKILLS	PROJECT
1	In the Hotel	<ol style="list-style-type: none"> <li>Taking an online hotel reservation.</li> <li>Checking in and checking out in a hotel.</li> </ol>	<ul style="list-style-type: none"> <li>Expression for <i>reserving in a hotel</i></li> <li>Pronunciation: <i>rhyming pairs</i></li> <li>Vocabularies: <i>adjoining room, valet, amenities, attractions, baggage, book, etc.</i></li> </ul>	<p><b>Speaking:</b> Booking a room</p> <p><b>Listening:</b> Online hotel reservation</p> <p><b>Reading:</b> Mistakes to Avoid When Checking Out of a Hotel</p>	Video recording: role play about booking a room
2	Where's the Restaurant?	<ol style="list-style-type: none"> <li>Using appropriate expression to request or offer something (formal and informal)</li> <li>Using appropriate responses to accept or decline a request or an offer (formal and informal)</li> <li>Asking and giving information about the</li> </ol>	<ul style="list-style-type: none"> <li>Common expression <i>for requesting and offering</i></li> <li>Common expression <i>for accepting or declining a request and on offer</i></li> <li>Expression <i>for asking and giving direction</i></li> </ul>	<p><b>Speaking:</b> Asking and giving direction to the nearest restaurant</p> <p><b>Listening:</b> A Conversation in the café</p>	Doing survey by asking the students from the other class to give direction to the nearest local tourism place

## MAP OF THE BOOK

3	A Place to Visit	location of particular place	<ul style="list-style-type: none"> <li>Pronunciation: <i>word stress</i></li> <li>Vocabularies: <i>stall, café, restaurant, franchise, etc.</i></li> </ul>	<p><b>Reading:</b> Gredoaan</p>	<p>Creating video: local tourism resort review and giving recommendation</p>
			<ul style="list-style-type: none"> <li>Expression <i>for giving recommendation</i></li> <li>Future tense</li> <li>Common expression <i>for shopping</i></li> <li>Pronunciation: <i>saying large numbers</i></li> <li>Vocabularies: <i>beach, museum, culinary, itinerary, adventure, etc.</i></li> </ul>	<p><b>Speaking:</b> Recommending a local tourism resort</p> <p><b>Listening:</b> Talking about vacation</p> <p><b>Reading:</b> Karimunjawa</p> <p><b>Writing:</b> Write a field trip plan</p> <p><b>Speaking:</b> Promote local tourism or local product</p>	
4	Grab the Package!	<ul style="list-style-type: none"> <li>Creating printed and electronic leaflet to promote tourism resort/product</li> </ul>	<ul style="list-style-type: none"> <li>Short <i>functional text: leaflet</i></li> <li>Short <i>functional text: brochure</i></li> </ul>	<p><b>Speaking:</b> Promote local tourism or local product</p>	<ul style="list-style-type: none"> <li>Creating electronic/printed leaflet/brochure</li> <li>Creating video for promoting local</li> </ul>

		<p>2. Creating printed and electronic brochure to promote tourism resort/product</p> <p>3. Promoting tourism resort/product</p>	<p>- <i>Vocabularies: sale, discount, sale, package,</i></p>	<p><b>Writing:</b> Creating a printed/ an electronic leaflet and brochure</p> <p><b>Reading:</b> 9 ways to market your tourist destination</p> <p><b>Speaking:</b> Being a tour guide</p>	<p>tourism resort/product</p>
5	The Tour Guide	1. Being a tour guide	<p><i>Vocabularies: site, architecture, settlers, necessities, etc.</i></p>	<p><b>Reading:</b> Being a great tour guide</p> <p><b>Writing:</b> Write an itinerary</p>	<p>Visiting a local tourism and practicing ability as a tour guide</p>

# ABOUT THIS BOOK

**A. DISCUSSION**  
Look at the picture for each exercise and discuss with your friend.

**Questions:**

1. Are you familiar with the place in the picture?
2. Have you ever visited the same place?
3. What common activity do the people usually do at that place?
4. Ask your friend. Do they have some answers with you?

English for Tourism | 1

Discussion to lead the material. There are some pictures that are used as the guide and the clue. The questions are the compass of the material will be learnt.

Review Book	Check in Book	Change Order	Included Roomment	Cost Carry
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**C. READING**  
Read the text and answer the questions.

**Mistakes to Avoid When Checking Out of a Hotel**  
By *Julius Baller*

When a hotel stay ends, it's tempting to just stroll out and get on with your next journey. Don't do through this list of simple checks to make sure you're actually cleared away and ready to go!

For most guests, checking out of a hotel may only involve a quick glance at the room filler, whatever at the front desk or on the hotel room TV before heading into a cab/transfer for the airport. Other guests may not even do that much, choosing instead to just pack their bags, dash out unattended, and deal with the final charges when they get back home. But whatever kind of checker-outer you are, here are five things you should remember when leaving your hotel room for good.

English for Tourism | 4

Integrated skill to enrich students' knowledge and improve students' ability.

Vocabulary session to improve the students' knowledge. This section is also used as the prior knowledge before the students' get the material.

**E. VOCABULARY** common verbs and nouns

1.1-2 Match the words in the left column with the definition in the right column.

1. Valet	a. Turn hotel rooms with a door in the center
2. mood	b. Local facilities such as stores and restaurants
3. Damage charge	c. Free of charge
4. Amenities	d. Money a guest owes for repairs to hotel property
5. Complimentary	e. The place where guests go to check in and out and to get information
6. Travel desk	f. A very inexpensive place for backpackers and travelers on a budget
7. Terrace	g. Accommodations that are slightly cheaper than hotel
8. Suites	h. Available rooms
9. Adjoining rooms	i. Staff that parks the guests' vehicles
10. Vacancy	j. A small hot pool for relaxation

1.1-2 Write the correct word about the pictures.

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**D. EXPRESSIONS** requesting and offering

2.1-4 Learn the common expressions usually used for requesting and offering.

- Offering

Offers of food or drinks	- Would you like some cake for your dessert? - Can I get you more juice? - Do you want to order a restaurant pizza?
Offers to do something for someone	- Shall I bring extra sugar for you? - Would you like me to add some cheese for the topping?

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Expressions that can be practiced in daily life.

- Requesting

Asking for something	- Can I have a cup of coffee? - Could I ask you the amount, please? - Would you mind if I ask more cream on my coffee, please? - May I have the bill, please?
Asking someone to do something	- Could you bring the list of items for me, please? - Would you ask the receptionist whether she has received my reservation, please? - Would you mind bringing the sugar for me, please? - Do you think you could deliver my pizza at 1 o'clock in the afternoon?

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### C. CLASS SURVEY



#### Goal:

- To improve students' confidence in speaking
- To measure students' ability in speaking.

#### Instruction:

1. Prepare the draft of your questions. The questions are related to the discussion of getting the tourism report.
2. Go to the outside of the classroom. Ask some students from the other classroom about the direction how to get the nearest tourism report at their hometown.
3. Record and take note of their answer.
4. Report the result of your survey in the form of survey report.
5. Present the report of your survey to your class.
6. Ask the comment from your friends and your lecturer.
7. The report will be posted in the presentation. Fluency and accuracy, content, language use, and interaction.
8. Don't forget to print out the reporting form and give it to your lecturer as a report.

English for Tourism | v

Project site provides several suggested project. It is used to measure how far students' knowledge and improve students' creativity.

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 Accessed on 13<sup>th</sup> of June, 2020, 9:50 p.m.

Reference consists of the sources of the book. It also can be used as the further reading for students.

# UNIT 1

## At the Hotel

### A. DISCUSSION

Look at the pictures and discuss the questions with your friend.

Questions:

1. Are you familiar with the place in the picture?
2. Have you ever visited the same place?
3. What common activity do the people usually do at that place?
4. Ask your friend. Do they have same answer with you?



### B. VOCABULARY *common verbs and nouns*

I. Match the words in the left column with the definition in the right column.

1. Valet	a. Two hotel rooms with a door in the center
2. Hostel	b. Local facilities such as stores and restaurants
3. Damage charge	c. Free of charge
4. Amenities	d. Money a guest owes for repairs to hotel property
5. Complimentary	e. The place where guests go to check in and out and to get information
6. Front desk	f. A very inexpensive place for backpackers and travelers on a budget
7. Jacuzzi	g. Accommodations that are slightly cheaper than hotel
8. Motels	h. Available rooms
9. Adjoining room	i. Staff that parks the guests' vehicles
10. Vacancy	j. A small hot pool for relaxation

II. Write the correct word about the picture.







III. Fill the blank with the correct verb you may use the words in the box.

1. Ms. Elena wants to \_\_\_\_\_ a room with double beds for her cousins.
2. The receptionist said if we \_\_\_\_\_ a pay-per-view movie, the charge will appear on our bill.
3. There is sauna facility in our hotel, but we don't \_\_\_\_\_ bringing your young children into the sauna.
4. There is no extra charge for the internet because it is \_\_\_\_\_ in the room rate.
5. Don't forget to \_\_\_\_\_ the charge before you leave the hotel to make sure that all of the lists are correct.
6. We must prepare all of our stuffs now because we will \_\_\_\_\_ at 7 a.m. tomorrow.
7. The bellboy will \_\_\_\_\_ your luggage, so don't worry about that.
8. If you would like to have a dinner, just \_\_\_\_\_ the room service.
9. The hotel's rates usually \_\_\_\_\_ depending on the season.
10. Check our reservation. Is it correct that we must \_\_\_\_\_ at 8 a.m.?

Review	Check-in	Change	Included	Call
Book	Check out	Order	Recommend	Carry

C. READING

Read the text and answer the questions.

### Mistakes to Avoid When Checking Out of a Hotel


By Juliana Shallcross



Source: [thepalacehotels.blogspot.com](http://thepalacehotels.blogspot.com)

When a hotel stay ends, it's tempting to just stroll out and get on with your next journey. Don't. Go through this list of simple checks to make sure you're actually squared away and ready to roll.

For most guests, checking out of a hotel may only involve a quick glance at the room folio—whether at the front desk or on the hotel room TV—before hopping into a cab headed for the airport. Other guests may not even do that much, choosing instead to just pack their bags, slink out unnoticed, and deal with the final charges when they get back home. But whatever kind of checker-outter you are, here are five things you should remember when leaving your hotel room for good.



### Do a final sweep of the room.

Whether it's five in the morning or five minutes past check-out time, make sure to give your hotel room one last good look for your belongings. Look under the bed, shake out those bed sheets, peep into the shower, and double-check the closet and the safe. If you leave something behind in a hotel room, it can be surprisingly hard to track it down once you've checked out.

### Grab some "souvenirs."


One way to remember your hotel stay, especially a good one, is by grabbing a few of the freebies that are included like the little toiletry bottles, notepads and pens, slippers, or room key cards. (But not the towels or hotel robes, as the hotel will charge you for those.) And no, this is not a cheap move or even stealing: Housekeeping will throw toiletry bottles away as soon as you leave, so you might as well save them for when you run out of body wash at home.

### Tip the housekeeper.

Increasingly, gratuities are seen as a way to overcome poor wages paid by the hotels. If housekeeping has come by during your stay and made the bed, fluffed the pillows, replaced your towels, and straightened out the clothes you haphazardly tossed from your suitcase, leaving a small tip is seen as a nice gesture of appreciation. The general rule of thumb is a couple of dollars for each day. You should leave the tip out in the open, like the nightstand, and with a note so the housekeeper doesn't confuse it with cash you've just left out (which you should never do, by the way). Renaissance Hotels actually has a special tip envelope that it places on the bed at turndown service to facilitate the tip-giving. One problem with tipping is the person you tip may not have been the one who tidied your room yesterday, but one thing is true: Housekeepers definitely aren't getting rich cleaning your room, so tips help.

### Let the hotel know of any problems.

If something bothered you about your hotel stay, whether it be a noisy neighbor, a leaky faucet, or a shower that never seemed to heat up, make sure the hotel knows about it. Not only will it fix the problem (hopefully), it may even take off a few charges on your room bill to make up for the hassle. Hotels are hyper-concerned about online guest reviews, so they will do what they can to make you happy during your stay rather than have you leave unhappy, ready to rant on a review site. Similarly, if a hotel is doing a good job, let staff know that too.



### Closely review the final charges.

If you purchased something during your stay—Wi-Fi, an in-room movie, minibar snacks, or room service—make sure these charges are correct on your check-out folio. Hotels make "mistakes" all the time and it's common to find that they've charged you twice for something you bought—"accidentally," of course. If you're leaving the hotel early in the morning, review the charges the night before. It can be a pain on your last night, but resolving mistakes after check-out with your credit card company is far more annoying.

Source: <https://www.frommers.com/tips/hotel-news/mistakes-to-avoid-when-checking-out-of-a-hotel>

### Questions:

1. What is the text about?
2. "Whether it's five in the morning or five minutes past check-out time, make sure to give your hotel room one **last good look** for your belongings." (p.3, line 1)  
What is the meaning of the underlined phrase?
3. What does the housekeeper do with the toiletry bottles after you leave the room?
4. "...make sure the hotel knows about **it**."  
What does the underlined word refer to?
5. According to the text, giving tip to the housekeeper is a good thing to do. Do you agree with this statement? Explain your reason.
6. Why should we do final sweep before leaving the room?
7. How to avoid "mistakes" of charging?
8. Do you have any tips for checking in or checking out from a hotel? Write down your tips in the following form.



E. PRONUNCIATION *rhyming pairs*

*Rhyming pairs are the words that are pronounced the same, but they have different spelling. For the example:*

*fly - die      wheat-sheet      twice-nice*

Match the words in the column A with its rhyming pairs in the column B.

Mate
Tie
Rough
Noun
Cat
Meat
Vest
Break

Pat
Sheet
Test
Stuff
Make
Fry
Frown
Wait

F. LISTENING

I. Circle the correct word.

- |           |       |
|-----------|-------|
| 1. sit    | seat  |
| 2. meat   | meet  |
| 3. vast   | vest  |
| 4. beat   | bid   |
| 5. bride  | braid |
| 6. flood  | flout |
| 7. see    | sea   |
| 8. ground | grown |

II. Listen the audio and complete the blank.

Hotel Booking



**Hotel staff1** : (phone ringing) Majestic Hotel, can I help you?  
**Customer** : Yes, I'd like to find out about your room \_\_\_\_\_ in July, please.  
**Hotel staff1** : One moment, please. I'll put you through to \_\_\_\_\_.  
**Hotel staff2** : (click) Reservations, can I help you?  
**Customer** : Yes, I'm \_\_\_\_\_ about room rates in July, please.  
**Hotel staff2** : Yes, of course, sir. Do you have specific dates in mind?  
**Customer** : Yes, we're thinking of \_\_\_\_\_ the weekend of the 6th of July and \_\_\_\_\_ for about a week, going back on Saturday the 13th or Sunday the 14th.  
**Hotel staff2** : I see, sir. And for how many people would that be?  
**Customer** : Well, there's myself, my wife and our two children. They're 9 and 5.  
**Hotel staff2** : Well, there are various options. (Typing) We could do a \_\_\_\_\_ for you and your wife, and a room with two singles for your children. Not \_\_\_\_\_ though.  
**Customer** : Is it not possible to have a \_\_\_\_\_ room for all of us?  
**Hotel staff2** : Yes, that is a possibility. Just let me check those dates for you. It is a very busy time of year, as I'm sure you \_\_\_\_\_!  
**Customer** : Yes, I appreciate that.  
**Hotel staff2** : Mmm (typing), ah. Well, I can offer you a family room for the nights of Saturday the 6th through to the night of Thursday the 11th, but I'm afraid there are no family rooms for the \_\_\_\_\_ weekend. They're all \_\_\_\_\_ already, I'm afraid.  
**Customer** : Oh dear. Er, so that would mean either leaving on Friday or moving to two rooms for the last one or two nights, would it?  
**Hotel staff2** : Yes, I'm afraid so... but I see we do have a \_\_\_\_\_ available for all the nights you're interested in. That would give you two separate bedrooms, a sitting room, bathroom of course, and the one we have available also has a large \_\_\_\_\_ and a \_\_\_\_\_ sea view.  
**Customer** : Oh! That sounds wonderful. But what about the price? Can you do any special \_\_\_\_\_ on that?

Source: [www.teachingenglish.org.uk](http://www.teachingenglish.org.uk)

## G. SPEAKING

After completing the reservation in point F, now your turn to practice in pair.

Do a role play with your partner. You may choose one of the situation:

1. Booking a room on the phone
2. Taking direct reservation
3. Checking in
4. Checking out

## A. DISCUSSION

Read the dialogue and discuss the questions.



Asri: How long you've been in Java, David?  
 David: About six month, I've been here since December last year.  
 Asri: How many places have you visited?  
 David: I can't remember the number, but I spent almost of my time in Central Java. Hmm by the way, why do you ask me about that?  
 Asri: I will visit one of well-known culinary restaurant tomorrow. Do you want to join?  
 David: Where is it?  
 Asri: Asem Jawa Restaurant. It has comfortable place and tasty menu. Have you ever visited this restaurant?  
 David: Asem Jawa Semarang? I've visited it once. It has delicious Indonesian traditional food and lovely place.  
 Asri: Oh, I think you haven't visited it yet.  
 David: I did but it is okay to visit the restaurant again. I want to enjoy "*bandeng kemang*" again. It is so delicious. What time will you go there?  
 Asri: At 7 p.m. I go there for having dinner.  
 David: Okay. That's perfect choice. See you tomorrow.  
 Asri: See you.

Source: [kampoengsemarang.com](http://kampoengsemarang.com)

### Questions:

1. What is the topic in the dialogue?
2. Where is the location of the restaurant?
3. How is the description of the restaurant?
4. What is the most delicious menu according to David?
5. Have you ever visited famous restaurant in a certain place? Tell your friend about it.

**B. VOCABULARY** *common nouns and verbs*  
**I. Write the suitable word for the picture.**



**II. Fill the blank with correct verb. You can use the words in the box to help you.**

- Diana and her mother \_\_\_\_\_ two boxes of Super Supreme Pizza for her brother's birthday.
- Wilma asks her husband to \_\_\_\_\_ the bill in cashier desk.

- The waitress \_\_\_\_\_ the menu to me.
- The kids \_\_\_\_\_ the blueberry jam on their toast while their mother is calling the client.
- After several minutes, the waiter \_\_\_\_\_ my order, beef steak and sweet orange juice.
- Could you \_\_\_\_\_ my order to my office at noon?
- You can't \_\_\_\_\_ your dessert before your appetizer if you order table D'hote menu.
- John calls the waiter to \_\_\_\_\_ the candle on his table.
- Joanna's daughter can't \_\_\_\_\_ the cake, so she calls the waitress to help her.
- Can you \_\_\_\_\_ extra sugar for me?

spread	gives	slice	bring	pay
order	light	deliver	serves	eat

**C. READING**

Read the text and answer the questions.

**Gregdoan Tradition, Matchmaking Event for Osing Tribe**



*The regency that is located in the east edge of Java Island is not only well known as the impressive tourism destination. More than tourism destination, it is also known by the rich arts and unique culture. It is Banyuwangi Regency.*

There are seven great ethnics that living in harmony. These seven tribes are Using tribe (Osing), Mataraman Javanese, Maduranese, Balinese, Mandar, Chinese, and Arabic. Those tribes create many kinds of traditional ceremony and tradition based on the religion. One of the famous tradition is *Gredoan* tradition from Osing tribe.

According Hasnan Singodimayan, Banyuwangi cultural practitioner, *Gredoan* is an Osing people tradition to find their couple. This tradition is strict implemented by the people of Banyuputih, Macanputih village, Banyuwangi regency.

"*Grede* means seducing. It belongs to the woman, boy, widower, or widow. It is held coincided with the celebration of Mawlid of Prophet Muhammad SAW (the Prophet Muhammad's birthday). It is usually held in the evening," said Hasnan.

People who are old enough will find their own couple in *gredoan* tradition. Men usually put the stick from coconut palm into a woven hole or known as *gedheg* of the woman he chosen.

If the woman accept him, she will break the stick and the man will start to talk and seduce her. From this seduction the tradition of finding couple called by *gredoan* because it's originated from *gridu* that means by seducing. It is usually done by *berbalas pantun* (unrequited rhyme).

In the process of introduction or seduction they haven't directly faced to faced, but bordered by bamboo walls. The women stay inside the house and the men are in the outside. After the man successfully seduces the woman, he will propose her.

#### Gredoan in Past and Present

*Gredoan* is always exactly held in Mawlid. People will meet and gather with the other. It is for finding the couple and becomes the highlight of Prophet Muhammad's birthday celebration.

"In the other hand, this tradition may strengthen the kinship by gathering with the other. It is also used as entertainment because there are many performances showed," said Hasnan.

After finishing *gredoan* tradition, the agenda is continued to the night. The men begin to light the torch and the performances will be started immediatly. The performance is a battle of men with their torches. In addition, there is a fire stick attraction, traditional music, and doll carnival made by the public.

The most striking difference between past and present *gredoan* is in the tool and the place where the men *nggridu* (seducing the woman). In the previous, the tool used were *sodho* (coconut palm stick), meanwhile in the present the tool is mobile phone. *Gedheg* (house made of bamboo walls) was used in the past, now the building made of stone.

"Mobile phone usage becomes the aspect that can't be avoided. But, whether it is modern or classic, *gredoan* has been helped Banyuwangi people and its surroundings to reach marriage," said Hasnan Singodimayan. (K-YN)

Source: <https://indonesia.go.id/>

#### Questions:

1. Where is the location of Banyuwangi Regency?
2. How does the writer describe Banyuwangi Regency?
3. How many tribes live in Banyuwangi regency? What are they?
4. What do you know about Gredoan tradition?
5. When does *Gredoan* tradition usually hold?
6. "*It belongs to the woman, boy, widower, or widow.*" (p.4, line 1) What does the word "it" refer to?
7. What are the tools used in *Gredoan* tradition?
8. What is the main differences between the past and the present *Gredoan*?
9. What think can you learn from the text?
10. In your opinion, is that tradition relevance with the current era? Explain your reason.

#### D. EXPRESSIONS *requesting and offering*

1. Learn the common expressions usually used for requesting and offering.

##### • Offering

Offers of food or drinks	<ul style="list-style-type: none"> <li>- <b>Would you like</b> some cake for your desert?</li> <li>- <b>Can I get you</b> more juice?</li> <li>- <b>Do you want</b> to order a medium pizza?</li> </ul>
Offers to do something for someone	<ul style="list-style-type: none"> <li>- <b>Shall I</b> bring extra sugar for you?</li> <li>- <b>Would you like me</b> to add some cheese for the topping?</li> </ul>

• Requesting

Asking for something	<ul style="list-style-type: none"> <li>- <b>Can I</b> have a cup of coffee?</li> <li>- <b>Could I</b> ask you the dessert, please?</li> <li>- <b>Would you mind if I</b> ask more cream in my coffee, please?</li> <li>- <b>May I</b> have the bill, please?</li> </ul>
Asking someone to do something	<ul style="list-style-type: none"> <li>- <b>Could you</b> bring the list of menu for me, please?</li> <li>- <b>Would you</b> ask the receptionist whether she has received my reservation, please?</li> <li>- <b>Would you mind</b> bringing the sugar for me, please?</li> <li>- <b>Do you think you could</b> deliver my pizza at 1 o'clock in the afternoon?</li> </ul>

II. Classify the sentences below into expression of Offering (O) or Requesting (R).

1. Would you like omelet for your breakfast? (...)
2. Could you pass the salt, please? (...)
3. There is a new menu, would you like to order it? (...)
4. Can I get you more coke? (...)
5. Do you think you could bring the pepper for me? (...)

E. PRONUNCIATION *words stress*

Listen to the audio and repeat.

1. Turn
2. Cross
3. Around
4. Left
5. Right
6. Straight
7. Junction
8. Opposite
9. Beside
10. Behind

F. LISTENING

Listen the audio and complete the blank.

**Customer 1:** Can I \_\_\_\_\_ an orange juice, please?  
**Server** : Regular or large?  
**Customer 1:** How big is a large?  
**Server** : This is a large. This is a regular.  
**Customer 1:** I'll have a \_\_\_\_\_, then, please. Without ice.  
**Server** : OK, coming up.  
**Customer 1:** Sorry, I wanted freshly \_\_\_\_\_ orange juice.  
**Server** : I'm afraid we only have \_\_\_\_\_ juices.  
**Customer 1:** Oh, then I'll have an \_\_\_\_\_ juice \_\_\_\_\_, please.  
**Server** : Here you go. That's £3.50, please.  
**Customer 1:** Thanks.  
**Server** : Thank you.  
**Server** : Can I help \_\_\_\_\_?  
**Customer 2:** Who's next?  
**Customer 3:** You were first, I think.  
**Customer 2:** What \_\_\_\_\_ do you have?  
**Server** : \_\_\_\_\_ tea, mint and green tea.  
**Customer 2:** A mint tea and a \_\_\_\_\_ of lemon cake, please.  
**Server** : \_\_\_\_\_ in or take away?  
**Customer 2:** Take away, please.  
**Server** : There you go. That'll be £4.20 please.  
**Customer 2:** Sorry, I've only got a \_\_\_\_\_.  
**Server** : That's OK. Here's your change ... 5, 10, 30, 50.



Server : Who's next?  
 Customer 4: Can I have a ...  
 Customer 3: Er, sorry.  
 Customer 4: Oh, sorry! Were you waiting? Please.  
 Customer 3: Thank you. Can I have a chocolate \_\_\_\_\_, please?  
 Server : Would you like a \_\_\_\_\_ with that?  
 Customer 3: No, thanks. Just the cookie.  
 Server : OK, then. That's 95p, please.  
 Customer 3: Thanks. I think that's right.  
 Server : 50, 70, 80, 85, 90, 92, 94, yep, 95. Thank you.

Source: <http://learnenglish.britishcouncil.org/>

#### G. EXPRESSIONS *giving direction*

Learn the dialogue about asking for and giving direction. Underline the expressions of asking and giving direction.



Raven is in a trip to "Museum Angkut" Batu. It is the first time for her to have trip in Indonesia. She is at Imam Bonjol Atas Street and is puzzled to take the nearest way to the museum.

Alia : Excuse me, are you alright miss?  
 Raven : Oh yes. Everything is okay.

Alia : But, you looks so confused.  
 Raven : Actually I have a little bit problem. I'd like to go to Museum Angkut, but I don't know which way I should take. Can you tell me the best way to get there?  
 Alia : Of course. Just go straight on until you find T-junction. At that point turn right and follow the highway. When you meet crossroad, turn left. Museum Angkut is on the left side of Terusan Sultan Agung Street.  
 Raven : Thank you very much. Bye the way I'm Raven.  
 Alia : I'm Alia. Where are you from, miss Raven?  
 Raven : Just call me Raven. I'm from Canada. I have a museum observation here. How about you? Are you from here or just a visitor?  
 Alia : I live here.  
 Raven : I see.  
 Alia : Where do you stay during your observation? Have you reserved any hotels to stay?  
 Raven : I have planned to stay at the hotel. But, I haven't reserved for a room yet. Actually, I am looking for a hotel. Do you have any recommendation? I want a hotel which is near the museum because I must go to the museum several times.  
 Alia : Aston inn hotel is a good choice I think. It is three stars hotel.  
 Raven : Is it far from museum Angkut?  
 Alia : Not really. It is only 440 meters from the museum.  
 Raven : Ok. How do I get to Aston inn?  
 Alia : It is easy. Just go straight on until you find T-junction and turn left to Abdul Gani Atas Street. On the fourth T-junction turn right. Aston inn is on the left side of Abdul Gani Atas V. It is next to Panderman Indah Jaya Pt.  
 Raven : Thank you for your information. Bye the way, where exactly am I?  
 Alia : You're at Imam Bonjol Atas Street.  
 Raven : Thank you and nice to meet you, Alia.  
 Alia : Anytime.

After read the dialogue, make a list of the common expressions that usually used for asking and giving direction.

Expression for asking direction	Expression for giving direction

**H. SPEAKING**

Your turn to present a video about asking and giving direction. You can choose one of these three options.

1. Option 1:  
Find the map of your hometown. Tell about the direction to get to the most popular restaurant in your hometown.
2. Option 2:  
Create your own design of your dream city. Put several public places such as restaurant, mall, etc. Tell about the direction to get to the location of public places
3. Option 3:  
Do short interview with one of your classmate. Ask him/her to tell you about several tourism places in his/her hometown.

**A. DISCUSSION**

- Do you recognize one of these places?
- Have you ever visited one of these places? Which place did you visit?
- If you have a long holiday, which place will you visit?



**B. VOCABULARY** *common verbs and nouns*

**1. Match the definition with the correct word in the box.**

- a. An official mark that gives you permission to temporary enter or leave a foreign country.
- b. A place where a lot of people go for holidays.
- c. A journey to places that far away usually for pleasure.
- d. A small official document from the government, that proves who you are, and which you need in order to leave your country and enter the other countries.
- e. Time spent not working.
- f. An occasion when you travel from one place to another, especially over a long distance.
- g. A plan or list of the places you will visit on a journey.
- h. Relating to cooking.
- i. A visit to a place that that involves a journey, for pleasure or a particular purpose.
- j. A building where important cultural, historical, or scientific objects are kept and shown to the public.

resort	itinerary	vacation	culinary	trip
museum	passport	travel	journey	visa

**C. EXPRESSIONS** *recommending*

Read the dialogue and analyze the expressions related to recommendation. Write down your answer in the table below the text.

Yelena is Adit's friend. She is from Russia. She is enjoying her summer holiday in Indonesia.

- Adit : What are you going to do this weekend?  
 Yelena : I want to go to the beach. Do you have recommendation?  
 Adit : I think you might like to visit Watu Ulo beach.  
 Yelena : How does it look like?  
 Adit : It's very beautiful. There are some stone that have shape like a snake. It offers clear seawater and fresh air. You will like it.  
 Yelena : Where is the location?  
 Adit : In Jember regency. We can get there by bus or motorcycle.  
 Yelena : How long the time we need?  
 Adit : About ten hours from here.

- Yelena : It takes long time. Is there any other option? The near beach with one or two hour trip?  
 Adit : Karanggongso beach is best choice I think. It is beautiful with the white sands. You can swim, rent AVP, ride banana boat, and look around the island using motorboat. We can ride our motorcycle to go there.  
 Yelena : It sounds good. How about the meals? Is there any recommendation?  
 Adit : You can try fresh grilled fish or crab. Those two are highly recommended menu over there.  
 Yelena : Agree. Let's prepare our stuff. I don't want to miss anything.  
 Adit : Ok. But, I'm going to bring my motorcycle to the service center for annual checking first. I want to assure that everything is in a good condition.  
 Yelena : Okay.

Write down the expressions of recommendation in this table. Then use the expression to give recommendation of the local tourism in your hometown.

Recommending

#### D. READING

Read the text and answer the questions.

### Karimunjawa



Karimunjawa is an archipelago of 27 islands located at the north Semarang and off the coast of Central Java. The location of the islands is actually at 80km northwest of Jepara. There are two main islands in this area namely Karimun and Kemujan.

Karimunjawa offers fascinating view of beaches. The white sand beaches and clear blue sea is the 'magnet' to interest tourists. Although it has beautiful view, Karimunjawa is not as crowded as Bali. The visitors can find themselves enjoying the serenity of secluded and tranquil white beaches. They also can enjoy the view of well protected reefs under the sea.

The best time to visit Karimunjawa is during the dry season on April to October. This time is recommended because of Indonesia's tropical climate. The dry season will warrant you to get unforgettable experience because the weather would be consistent sunny but humid.

In Karimunjawa, there are several interesting activities can be done. The visitors can do diving, snorkeling, swimming, fishing, hiking around the island,

and exploring the island. The deep sea provides beautiful underwater scenery and also various creatures. There are also some islands can be explored namely Pulau Tengah, Tanjung Gelam and Menjangan Besar.

Talking about accommodation, you are not to be worry about that. There are some hotels and guesthouse to stay. Breve Azzurie Lagoon Resort and Ayu Hotel Karimunjawa is the best choice to stay. You will get luxurious service and stunning view. If you are on budget, the Coconut House is one of recommended place to stay. Mixed design of the architecture offers new sensation of comfortable place.

#### Questions:

- a. What information can you take from the text?
- b. Where is Karimunjawa island located?
- c. *The white sand beaches and clear blue sea is the **'magnet'** to interest tourists. (p.2, line 2)*  
What does the underlined word mean?
- d. Do the visitors enjoy the serenity in Karimunjawa? Why?
- e. When is the best time to visit Karimunjawa?
- f. What activity can be done in Karimunjawa?
- g. *If **you are on budget**, the Coconut House is one of recommended place to stay. (p. 5, line 3).*  
What does the underlined clause mean?
- h. There are some sentences which indicate the recommendation. Please make a list of the recommendation.
- i. Have you ever visited a tourist resort?
- j. Tell about your experience and recommend your friend to visit that place.

**E. EXPRESSIONS** *shopping phrases*

Learn the useful phrases related to shopping activity.

Excuse me.  
 Have you got it in red?  
 Can I try them on?  
 I take a size 9.  
 Have you got a bigger one?  
 Have you got the next size up?  
 Have you got the next size down?  
 They fit great.  
 It fits. (the right size)  
 They suit you. (are the right 'look' for you)  
 They are really you. (are the right 'look' for you)  
 What's wrong with it? (Why don't you like it?)  
 I'll take it, please. (I want to buy it)  
 I'll leave them, thanks. (I don't want to buy them)

**Your turn.** Make a group consists of two. Do role play by choosing one of the situation shopping center below.

- Souvenirs center: you want to buy several souvenirs but you cannot find the same model of the souvenirs. You ask the seller to find them.
- Batik shop: there is a batik you want, but the size doesn't fit with yours. You want the shopkeeper to bring the other size.

**F. LISTENING**

Choose one of tourism. Listen to the audio and complete the blank.

A: How was your \_\_\_\_\_, Julia?

B: It was great. I rented a \_\_\_\_\_ with some friends at the \_\_\_\_\_.

A: That \_\_\_\_\_ like fun.

B: It was. I walked to the beach every morning, and I learned to \_\_\_\_\_.

A: Nice. Did you stay at the beach the whole time?

B: No, we \_\_\_\_\_ a cute \_\_\_\_\_ nearby. We shopped for \_\_\_\_\_ and ate ice cream.

A: Sounds wonderful.

B: It was. In fact, I've decided I wanted to live near the beach!

*Source: Basic Tactics for Listening Third Edition.*

**G. GRAMMAR POINT** *future tense*

I. Learn the example of future tense.



- There is no future tense in English, but there are several ways to talk about future. One of them is using modal will.

Sample	Note
a. I will go to Pangandaran beach next week.	- Will can be used for all subjects (I, you, we, they, she, he, it,).

<p>b. She'll visit Trowulan museum next month.</p> <p>c. I will not go to Paris before my Mom come back.</p> <p>d. Because of his bad experience, Pandu won't visit souvenirs center in that place.</p> <p>e. They'll prepare their field trip tomorrow.</p> <p>f. The year 2021 will be the new starting point of tourism industry.</p> <p>g. There will be sunny tomorrow.</p>	<p>- Short form: I will = I'll I will not = I won't</p>
<p>h. I shall go to Beringharjo market before going home.</p> <p>i. We'll have new route for vacation.</p> <p>j. We shall not visit the museum because we have visited it previous time.</p> <p>k. I shan't go to the mountain. My mother won't give permission for that.</p> <p>l. I'll take the red one.</p> <p>m. I'll bring the other size for you.</p>	<p>- 'Shall' is only used for future time reference with 'I and we'. It is more formal to use 'shall' with 'I and we' than to use 'will'</p> <p>- 'Shall I' and 'shall we' in questions are usually used to make suggestion rather than to refer to future time.</p> <p>- Short form: I shall = I'll I shall not = I shan't</p>
<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Will and shall also can be used to make predictions (f and g), decision (l), and offers (m).</li> <li>• Will and shall always followed by infinitive.</li> </ul>	

II. Choose one of the appropriate expression.

- I \_\_\_\_\_ Kawah Ijen to spend my holiday.
  - will go to
  - go to
  - have gone to
- She'll \_\_\_\_\_ the travel agent to recheck the facilities will be gotten.

- meet                      meeting                      met
- We \_\_\_\_\_ visit that place because there is a big nuclear accident.
    - shan't
    - won't
    - will not
  - Although it is a freezing day, Sam \_\_\_\_\_ airport to get his flight.
    - shall go to
    - will go to
    - will be gone to
  - There is an invitation from Rue, but I \_\_\_\_\_ because I must study for my final exam.
    - won't go
    - shan't go
    - will not go

H. WRITING *field trip plan*

Create your field trip plan. You can use the example form as your guide to create it.

Field trip to	:	_____
Address	:	_____
Date of Trip	:	_____
Time leaving	:	_____
Time returning	:	_____
Goals of the trip:		
1.		_____
2.		_____
3.		_____
Sites/exhibition to be seen:		
		_____
		_____
The lesson will be learnt from the activity:		
		_____
		_____
Special packing list for trip:		
		_____
		_____
		_____

I. PRONUNCIATION *saying large numbers*  
Listen and Repeat.

A thousand	One thousand
Two hundred and twenty-seven	Two hundred twenty-seven
Four thousand-six hundred and eighteen	Four thousand-six hundred eighteen.

Source: *Basic Tactics for Listening Third Edition.*

J. SPEAKING

Choose one of tourism resort in your town. Collect all of the information about the resort. Create a short video about the place and recommend the audience to visit the place. The length of the video maximally 3 minutes.



# UNIT 4

Grab the Package!

## A. DISCUSSION

- What is the picture about?
- Where do you usually find the kind of text in the picture?
- What is the function of the text in the picture?



## B. VOCABULARY *common verbs and nouns*

Match the words in the left column with the definition in the right column.

1. Leaflet	a. A set of services that are offered all together as a group.
2. Promo	b. A reduction in the usual price of something.
3. Person in charge	c. A short phrase that is easy to remember and is used in advertisement.
4. Slogan	d. Sell something
5. Brochure	e. A small book or piece of paper advertising something or giving information about particular subject.
6. Sale	f. A short film that advertises an event or product.
7. Discount	g. A way of getting money at a shop when you use a debit card to pay for the things you are buying, in which the shop gives you money which it takes from your bank account.
8. Promotion	h. Someone that controls something.
9. Package	i. An activity intended to help sell a product.
10. Cash back	j. A thin book giving information or advertising something

## C. READING

There are many ways to promote tourism destination. Start from local activities to broader scope. Read the following tips to market tourism, discuss the questions and present it in front of the class.



## Ideas to Market Your Tourist Destination after the Peak Season

By Janine Perri

### 1. Create an Off-Season Special Offer or Package

Use the power of the purse to draw new customers during the quieter times of the year. For example, if your bed & breakfast in a beach town has less traffic during the winter, attract customers with a special off-season price. Some ideas include adding a fourth night for free during off-season bookings or offering a flat discount such as 10% off. To create a sense of urgency, make it a "flash sale" or a limited time offer.

### 2. Hold a Giveaway or Contest

Contests and giveaways are an excellent lead generation tool at all times of the year, but especially during the low season. Offer prospective customers a chance to win a prize (such as a free horseback riding lesson if your destination is a ranch or a complimentary dinner for two at the restaurant in your hotel), in exchange for subscribing to their email list. You can also use a social media contest to generate brand awareness while rewarding loyal customers. For example, Instagram followers who post a picture at your destination while tagging your company and two other people will be entered into the giveaway.

### 3. Appeal to Local Customers

Don't forget the power of a "staycation." If there are some seasons with fewer visitors from out-of-town, create special events or offer services for local guests instead. Attractions like zoos, aquariums, and historic sites can provide an incentive for local families to visit, such as children under 12 receiving admission for free on Wednesdays. Or, hotels or other accommodations can rent out conference rooms for businesses or families to hold their own events, thereby monetizing hotel space even if not all the rooms are filled.

### 4. Use Strong, Positive Messaging

It's not just what you're promoting, but the way you're promoting it that makes a difference in your bottom line. Tailor your messaging to persuade people that coming in the off-season is better for the environment, or focus on how fewer tourists create a more profound, intimate experience for travelers. Consider using phrases like "undiscovered" and promoting the smaller crowds instead of blantly telling everyone it's the slow season.

### 5. Target a New Demographic Market

Look at broader trends in the travel industry and see if there are any untapped ideas to promote tourism to a new demographic. For example, cruise lines have typically attracted older crowds, but in recent years, millennials have also become target customers.

When it comes to cruise lines attracting millennials, some core offerings have evolved into the new market, such as shorter vacations and new on-deck experiences. For marketing, targeting a new demographic could call for a website refresh or a new suite of print materials tailored for the desired audience.

### 6. Partner with Other Local Businesses

When it comes to off-season marketing, two heads are better than one. Destination-based brands can help each other out by bundling their services together. For example, a hotel and a bus tour company could join together to offer a deal in which a customer receives a small discount if they book both together.

### 7. Invest in Google Mobile Display Advertising

It's not just *what* you offer travelers during the low season, but also *where* you promote it. Research shows that compared to other industries, travel companies have high click-through rates and low costs on mobile display advertising. Since 70% of travelers with smartphones have conducted travel research on mobile, set aside some budget so that you can have a robust mobile marketing strategy even during the slow season.

### 8. Target the "Budget" Traveler with Social Media Ads

If you have a special low season package, target a less affluent but potentially more flexible audience with your offer. For example, younger generations like millennials often face stricter budget constraints than older travelers. At the same time, millennials are active on social media, so incorporate paid social media ads on platforms like Facebook and Instagram to get in front of this demographic.

### 9. Launch Campaigns When Your Audience Is Most Likely to Engage

Marketing never operates in a vacuum. Think strategically about events or times of the year where your target audience will be highly engaged and see if you can piggy-back your marketing off of this increased activity. As a resort marketing example, the Hawaii-based Hotel Wailea launched a native advertising and social media campaign during SF Pride Week to target the affluent, millennial market. Given the timing of the launch, the campaign resulted in a 367% ROI through hotel room bookings.

Questions:

1. What is the main issue discussed in the text?
2. Are the tips relevance with the current situation? Explain your answer.
3. According to you, is there any tips that hard to do? Why?
4. What problem is probably faced?
5. Give your own tips to market tourism destination in your hometown.

D. WRITING

I. Observe the following brochures. Analyze the differences of the component of each brochure. Use the table to help you analyze it. Present the result in front of the class.

Plan your next



# Field Trip

at Cheshire Children's Museum!

**Imagine a world of Possibilities**

Children will learn through role-playing, discovery and imagination while exploring the "things that go" region, the kid-sized town, and our New Hampshire based exhibit.

**Group Pricing**

A minimum of 10 students is required for the group rate of \$5 per child. Teachers and adult chaperones are always free.

Group  
discount only  
\$5 admission

**Select a Date**

Field trips may be scheduled during regular business hours that fall during the school week (Tuesday through Friday 10:00 – 5:00). The museum is open to the general public at that time as well. Earlier admission may be a possibility if requested.



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**ALL BANK MEGA  
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**"SNOW PLAYGROUND"**

1<sup>st</sup> brochure

2<sup>nd</sup> brochure

II. After observing the brochure, now your turn to create your own brochure or leaflet. You can choose one of local tourism resorts or product in your hometown as the object to be promoted. Create your design as attractive as you can.

#### E. ABROAD KNOWLEDGE

Read the following text and do the instruction.

##### 1 Day Big Bus Paris Hop-On, Hop-Off Tour

A 1 Day Big Bus Paris Hop-On, Hop-Off Tour is one of the best ways to see the sights of Paris all in one go. With an extensive Hop-On, Hop-Off route made up of 9 stops at must-see destinations and landmarks around the capital, it's often one of the most popular things to do when visiting the city – and with 8 languages available it's perfect for the international tourist!

Board the bus with your Paris Pass at any of the stops included on the route.

##### Highlights:

Sit back and take in the breath-taking sights around Paris, with eleven central hop-on, hop-off stops.

##### Did you know:

- Spot the Monument to Peace within the Champs de Mars park, it's made up of 32 columns and has the word 'peace' written on it in 32 languages and 18 alphabets
- Within the Louvre Museum, there are 35,000 pieces of art from Leonardo da Vinci to Eugène Delacroix
- The Eiffel Tower weighs around 10,000 tons and was the largest building in the world until the Chrysler Building in New York was built (now it's slipped to sixth tallest)
- The art gallery, Orsay Museum, used to be a busy train station (Gare d'Orsay) that ran between 1900 and 1939

##### Where to Hop-On, Hop-Off:

##### Eiffel Tower

Known locally as La Dame de fer, the Eiffel Tower is one of the most recognized landmarks in the world – and some might argue it's the most popular attraction in Paris. Built originally as a temporary structure for the World's Fair in 1900, it still stands over 100 years later! Take a step back to admire the 301.8m of steel, comprising of 18,000 individual pieces – you can forgo the hard hat but make sure you have your camera at the ready! **Note: entry to the Eiffel Tower is not included in the Paris Pass**

##### Champs de Mars

Spanning an impressive 60 acres this stunning landscaped garden was first created in the 17th century to grow grapes and vegetables. Later, it became the training ground for the École Militaire (or military school) where a young Napoleon attended. Now it is the site of the Eiffel Tower and a hot-spot for a picnic on a sunny day, and if you're in Paris for the 14th July, you can catch the impressive Bastille Day festivities on the grounds too, a must-see if you like fireworks!

##### Louvre Museum

Home to the famous Mona Lisa and Venus de Milo - among many, many others - the Louvre is a must-visit in Paris for its huge breadth of art. Originally a built as a palace, it's now the most visited art gallery in the world with a staggering 9.7 million visitors a year! **Take advantage of the skip-the-ticket-line entry with The Paris Pass during the busy months.**

##### Notre Dame

Notre Dame Cathedral was constructed on the Île de la Cité as it was the power-center of the city back in 1160. Now, it remains one of the most central hubs of Paris and is an iconic landmark where visitors can explore the huge nave and buttresses, as well as climb the towers for stunning views along the Seine.

##### Orsay Museum

Originally a train station, the Orsay Museum is an architectural feat and its old structure is still very much visible to this day. With the original station clock, the art gallery displays an array of masterpieces from the years 1848 to 1915, including the likes of Cézanne, Monet, Renoir and Van Gogh.

##### Paris Opera House

One of the most elaborate buildings in Paris, this stunning late 19th-century building is also known as Palais Garnier or Garnier Opera House. As the most important ballet and opera house in Paris, it is adorned with mirrors, mosaics and chandeliers – not to mention the impressive Grand Staircase. Well worth a visit, you'll feel like royalty within its walls.

##### Champs Élysées Étoile

The Champs Élysées is one of the most famous shopping streets in Paris, much on Par with Fifth Avenue in New York, and Regent Street in London. Stretching 1.8 miles, this long avenue is an iconic promenade in Paris, lined with high street shops and some of the most expensive real estate in the world.

##### Grand Palais

This historic building in Paris was built to glorify the arts in Paris, especially the Beaux-Arts movement from which its architecture was inspired. With its stone facades, glass vaults and steel frames it's an impressive landmark and right on the banks on the Seine it's got one of the best views in Paris!

**Trocadéro**

The Gardens of Trocadéro span nearly 94,000m<sup>2</sup> and with fountains and statues lining its paths, it leads up to the Eiffel Tower on the north side of the Seine, and the Champs de Mars to the south. Within the gardens is also an aquarium, the National Theatre and Chaillot Palace.

**Make the most of your Paris Pass:**

- Free 1 Day Big Bus Paris Hop-On, Hop-Off Tour ticket - normal cost €36.00
- Gain free skip-the-ticket-line entry to many of the attractions and stops, including the Louvre, Orsay Museum and Garnier Opera House
- Opening and closure times may change and varies from season to season.
- Services run every 8-15 minutes in summer and 10-15 minutes in winter.

Source: <https://www.parispass.com/>

What information can you get from text? Is there same service given in your own city? Write your explanation in the following space and compare with your friend. What are the services provided in their city? Are the services same with yours?

Your space

**F. SPEAKING**

1. Find the example of local product leaflet. Then, discuss it with your partner. What is the component of a leaflet? What is the differences between leaflet and brochure?



2. After you observe the example of the leaflet. Now, your turn to create your own leaflet. You may create leaflet to promote local product from Indonesia. The leaflet can be in the form of print and graphic media.
3. The example of the products can be promoted:





### A. DISCUSSION QUESTIONS

- Have you ever visited one of these places?
- Do you know the history of each place?
- Do you need a guide to help you knowing the place?



### B. VOCABULARY *common nouns*

Find the definition of the words below. Use your dictionary to help you.

- |                   |                  |
|-------------------|------------------|
| 1. Museum         | 11. Monument     |
| 2. Architecture   | 12. Archipelago  |
| 3. Original state | 13. Legend       |
| 4. Exhibition     | 14. Conveniences |
| 5. En route       | 15. Custom       |

- |                |                            |
|----------------|----------------------------|
| 6. Bearings    | 16. Local                  |
| 7. Attractions | 17. Art gallery            |
| 8. Stairwell   | 18. Entertainment district |
| 9. Highlight   | 19. Questions or concerns  |
| 10. Site       | 20. Waterfront             |

### C. READING

Read the text and answer the questions.

#### How to Be a Better Tour Guide

As a tour guide, you are a part of the hospitality and customer service industry and we know it isn't always easy. We've all heard the horror stories; demanding clients, late arrivals, unsatisfied customers, and troublemakers.

We wanted to help you out, so we've come up with a useful guide that will help you deal with "eccentric" customers and, overall, be a better tour guide. There are thousands of good tour guides out there, but don't just be ordinary, be extraordinary! Learn what the difference is between a good tour guide and great tour guide.

##### 1. Introduction

- **A Good Tour Guide:** Introduces themselves, welcomes you to the tour, and gives a brief breakdown of the schedule.
- **A Great Tour Guide:** Gets to know their group.
- **Action Step:** Ask where your group is from, why they're visiting, and what their interests are.

##### Get the group to get to know each other

- **Action Step:** Play a game of Elimination Rock, Paper, Scissors, where you get everyone to pick someone to play against. The loser stops playing while the winner continues to play with another winner until they are only two people left. This is a great way to break the ice in a short time, without too much small talk. Maybe even think of a small prize to award the winner.

##### 2. Sight-Seeing

- **A Good Tour Guide:** Shows his/her group all the sights on the tour.
- **A Great Tour Guide:** Maximizes enjoyment on the tour
- **Action Step:** Do some research to map out when the best sights will be the least crowded.

##### Listens to what his/her group wants

- **Action Step:** At the request of one of your group members, show any additional sights that they want to see.

**Recommend the best places to eat, shop, and buy souvenirs**

- **Action Step:** Recommend the best places to eat shop and buy souvenirs. Don't base your recommendation off of a commission you may receive from a store. Travelers have a good sense for when they are being pushed into a retail situation that benefits the guide. Emphasize quality and experience.
3. Time Management
- **A Good Tour Guide:** Will make sure that you stick to the schedule and see all the sights on time.
  - **A Great Tour Guide:** Is Flexible
  - **Action Step:** Be aware of the start and end time of the tour but if your customers are enjoying a particular sight, let them stay a while.
- Doesn't Rush**
- **Action Step:** Don't rush your customers, remind yourself that you are on their time.
4. Commentary
- **A Good Tour Guide:** Gives a basic historical and cultural background of the sights.
  - **A Great Tour Guide:** Is a story teller
  - **Action Step:** Be passionate about your story telling – Use arm gestures, a high speaking volume, and facial expressions.
- Integrates personal anecdotes**
- **Action Step:** Tell your group your personal thoughts on the good, the bad, and the ugly of your city – trust me, they'll laugh!
5. Local Knowledge
- **A Good Tour Guide:** Is familiar with the city and/or country of the tour.
  - **A Great Tour Guide:** Is a traveler
  - **Action Step:** Include stories from your own traveling adventures.
- Really understands the city and/or country they are guiding**
- **Action Step:** Highlight the uniqueness of the city and/or country compared to other cities and countries.
6. Conclusion
- **A Good Tour Guide:** Says his/her closing remarks and thanks you for coming.
  - **A Great Tour Guide:** Cares about the rest of his/her group's trip
  - **Action Step:** Recommend other sights, restaurants, etc. that you didn't get to show them on the tour.
- So there you have it- the difference between a good tour guide and a great tour guide.

Adapted from: <https://www.rezgo.com/2017/01/better-tour-guide>

Questions:

1. What are the common problems faced by tour guide?
2. "As a tour guide, you are a part of the hospitality and customer service industry and we know it isn't always easy." (p.1, line 1).  
What is the definition of the underlined word?
3. How many main point of the differences between good and great tour guide mentioned in the text? What are they?
4. Ask where your group is from, why they're visiting, and what their interests are.  
What does the underlined word refer to?
5. Why does a tour guide not allow to rush the customers?
6. What is the importance of the tour guide to know the local knowledge?
7. What can you learn from the text?
8. According to you, is politeness included to the tips of being great tour guide? Why/why not?

D. GRAMMAR POINT *describing things*

**Describing** is the activity to tell what something is like by giving details about them. The main characteristic of describing activity is the use of adjectives to show the quality of something. The adjectives can be in form of *size, weight, shape, color, materials, flavors, appearance, age, etc.*

For example:

One of the most elaborate buildings in Paris, this stunning late 19th-century building is also known as Palais Garnier or Garnier Opera House. As the most important ballet and opera house in Paris, it is adorned with mirrors, mosaics and chandeliers – not to mention the impressive Grand Staircase. Well worth a visit, you'll feel like royalty within its walls.

Karimunjawa offers fascinating view of beaches. The white sand beaches and clear blue sea is the 'magnet' to interest tourists. Although it has beautiful view, Karimunjawa is not as crowded as Bali. The visitors can find themselves enjoying the serenity of secluded and tranquil white beaches. They also can enjoy the view of well protected reefs under the sea.

Notes:

1. The sentence in describing things usually use simple present tense (S + verb/Verb (+s/es)). For example: Karimunjawa offers fascinating view of beaches.
2. The description consists of detail information of the particular thing.
3. It involves the reader to imagine how the real condition of the thing is.

Complete the blank by choosing one of the verbs in the bracket.

1. She \_\_\_\_\_ (visit/visits) British museum with her college to hold an observation. Her sons \_\_\_\_\_ (accompany/accompanies) her during the observation.
2. The tourists \_\_\_\_\_ (buy/buys) many souvenirs at Joger.
3. Liam \_\_\_\_\_ (invite/invites) Safi to have dinner at Hasir Schöneberg.
4. The shopkeeper \_\_\_\_\_ (arrange/arranges) the souvenirs on the showcase, while the supervisor \_\_\_\_\_ (observe/observes) them.
5. The Maslin beach \_\_\_\_\_ (offer/offers) the clear sea water and white sands. It \_\_\_\_\_ (is/are) wonderful place.

E. VOCABULARY *common verbs*

Fill the blank with the correct words in the box.

1. I \_\_\_\_\_ you to take the group transportation. It is cheaper than private vehicle.
2. You can \_\_\_\_\_ and enjoy your flight.
3. We'll \_\_\_\_\_ at Singapore airport at 9 a.m.
4. If you've finished for having lunch, we can \_\_\_\_\_ with the trip.
5. The plane will \_\_\_\_\_ Juanda at 6 a.m. So, make sure you don't miss anything.
6. I know that all of you \_\_\_\_\_ to see the sunset. But, I am sorry we cannot see it due to the bad weather.
7. I'd like to \_\_\_\_\_ the most popular traditional restaurant in this town.
8. After this you'll have long time to just \_\_\_\_\_ in the rest area.





## G. ABROAD KNOWLEDGE

### Dos and Don'ts for USA Travel

By: MELANIE RENZULLI



Despite what difficult procedures you may have endured to get to the U.S., including visa troubles, airport security screenings, and the like, the United States is a rather relaxed place once you arrive. But we do have a few rules that foreign visitors may not know about. Following are basic tips about traveling in the USA.

#### **DON'T Try to See and Do Too Much**

The continental United States is larger than Europe, so the most important advice I can give foreign travelers to the United States is: don't try to see and do too much. Many foreign visitors to the United States try to see New York, Washington, DC, Miami, and Los Angeles all in one trip. That kind of touring can leave a traveler very tired if you have limited vacation days, and it can contribute to sensory overload.

The best way to see the United States is to focus on a region and travel more deeply. Many first-time travelers opt to do an itinerary of East Coast destinations like New York City and Washington, DC, while others may want to focus

on a few West Coast destinations, such as Los Angeles, San Francisco, and Las Vegas. Other regions for consideration include the Southeast, the Southwest, the Northwest, and the Midwest.

#### **DO Tip for Good Service**

Tipping is customary in the United States and tips make up a large percentage of some service employees' salaries, particularly servers at restaurants whose average wage can range from \$2.13 per hour to \$7.25 per hour depending on state guidelines. It's rude to walk out of a restaurant without tipping here so make sure you tip. You can tip anywhere between 10 to 20 percent but use this handy guide to tipping to figure out where and when to tip on your travels.

Tipping is normally up to the discretion of the tipper, but some restaurants or resorts in the US will automatically include a gratuity fee (charged at 18 percent extra on your bill) once they hear your foreign accent. Now, don't let this stop you from tipping everywhere. However, read your bill carefully and tell them if you see a suspicious gratuity fee there. They'll usually take it off grudgingly.

#### **DON'T Assume You Can Smoke Anywhere**

Anti-smoking measures have been implemented in several countries, but certain city and states in the USA have some of the strictest measures against smoking in the world. In cities like New York City, Chicago, Seattle, San Francisco, Washington, DC, and others, smoking is banned in bars, clubs, restaurants, and most indoor spaces, like malls. As of 2018, there are 38 states that have statewide indoor smoking bans and more than 60 cities excluding Nashville, Las Vegas, Miami and several others. Watch out for California who has extended its smoking bans to beaches, public parks, healthcare facilities and private residences.

#### **DO Be on Time**

"Island time" and other fluid concepts of time do not go over well in the United States. If someone in the United States tells you to meet them 8 p.m., you should meet them at 8 p.m. or arrive a few minutes early. Americans take punctuality very seriously and it is considered rude to be late. Give yourself more time than you think you'll need to get someplace, especially if you're not familiar with the area as unexpected delays can happen, such as heavy traffic.

#### **DON'T Use American Slang**

Unlike what you may have heard in some Hollywood films, Americans take your speech seriously and may feel insulted if you use certain curse or derogatory words associated with specific races and ethnic groups. Be sensitive, aware of your surroundings, and try to use the vocabulary they use in their everyday lives, for example, "How are you" instead of "How are y'all?" unless you have heard it used regularly in the region where you're traveling. The Southern states have different



- b. How about the language use? Does the tour guide use appropriate language?
  - c. Does the tour guide has adequate knowledge about the place? (this part can be seen from the way the tour guide deliver the information)
  - d. What is your suggestion for him/her to improve their quality in giving service to the tourists?
2. Write the result of your discussion into the table:

Observation Result

- 3. If you are asked to be a tour guide, what kind of thing will you prepare?
- 4. Present the result of your discussion in front of your class.



## PROJECT SITE

### A. ROLE PLAY



**Goal:**

- To measure students ability in speaking related to the topic about hotel reservation.

**Instruction:**

1. Divide the class into several group. Each group consist id 3-4 students.
2. You can choose one of the topic provided. The topics are:
  - a. Online reservation
  - b. Offline reservation
3. Create the script related to the topic. Then do the role play.
4. Record your role play in a video. The duration of the video for about 3-5 minutes. Upload your video to Instagram/YouTube.
5. Make a report to your lecturer if you have uploaded it and give the scoring form.
6. The aspect will be scored: clarity of the voice and picture, language use, performance, and comment/viewer.
7. Each student must get the role in the video.
8. Use the property if it is needed.
9. Don't forget to print out the scoring form and give it to your lecturer as the report.

Scoring form:

Group identity: \_\_\_\_\_

No.	Name	Aspect				Score
		Clarity (1-20)	Language Use (1-40)	Performance (1-30)	Viewer (1-10)	
1						
2						
3						
4						
5						

.....20...

Lecturer

**B. BEING A JOURNALIST**



**Goal:**

To measure students ability in gathering information about the procedures in the hotel.

**Instruction:**

1. Divide the class into several group. Each group consist of 3-4 students.
2. Go to the nearest hotel. Each group must choose different hotel. Then ask for information about the hotel. You can use these questions as the guide:
  - a. How is the management of the hotel to manage the guests?
  - b. Is there any online booking service? How is the procedure?
  - c. What facilities are offered by the hotel?
  - d. Is there any service package that can be taken by the guest?
  - e. How about additional charge? When does it usually given?
3. Record your interview process in a form of video.
4. Present your video in front of the classroom
5. Ask the comment from your friends and your lecturer.
6. The aspect will be scored in the video: clarity of the voice and picture, content, language use, and interaction.
7. The aspect will be scored in the presentation: Fluency and accuracy, content, language use, and interaction.
8. Each student must get the role in the presentation.
9. Don't forget to print out the scoring form and give it to your lecturer as a report.

**Scoring form:**

**Group identity:** \_\_\_\_\_

**1. Video Report**

No.	Name	Aspect				Score
		Clarity (1-20)	Content (1-40)	Language use (1-30)	Interaction (1-10)	
1						
2						
3						
4						

**2. Presentation**

No.	Name	Aspect				Score
		Fluency & Accuracy (1-20)	Content (1-40)	Language use (1-30)	Interaction (1-10)	
1						
2						
3						
4						

.....20...

**Lecturer**

C. CLASS SURVEY



**Goal:**

- To improve Students' confidence in speaking
- To measure students' ability in speaking.

**Instruction:**

1. Prepare the draft of your questions. The questions are related to the direction of getting the tourism resort.
2. Go to the outside of the classroom. Ask some students from the other classroom about the direction how to get the nearest tourism resort at their hometown.
3. Record and take note of their answer.
4. Report the result of your survey in the form of survey report.
5. Present the report of your survey to your class.
6. Ask the comment from your friends and your lecturer.
7. The aspect will be scored in the presentation: Fluency and accuracy, content, language use, and interaction.
8. Don't forget to print out the reporting form and give it to your lecturer as a report.

Name : \_\_\_\_\_

**Survey Form**

No	Interviewee's name	Direction given (write detail of the direction)
1		
2		
3		
4		

.....,.....20..

**Lecturer**



**E. BROCHURE/LEAFLET**



**Goal:**

- To measure students ability in writing
- To improve students' creativity
- To promote local wisdom and local product

**Instruction:**

1. Create a brochure or a leaflet.
2. You can choose one of the topic provided. The topics are:
  - a. Local tourism object
  - b. Local product
  - c. Cultural event
3. You can use free design as you want.
4. Do online and offline promotion using your brochure.
5. The online activity can be done via instagram/blog/web.
6. The offline activity can be done via printed brochure/leaflet.
7. The aspect will be scored: clarity of the text and picture, language use, content, and creativity.
8. The task is for individual.
9. Don't forget to print out the scoring form and give it to your lecturer as the report.

**Report of the task:**

**Name** : \_\_\_\_\_

**Kind of task** : \_\_\_\_\_

Platform	Link/username
Instagram	
Web	
Blog	
Printed	

**Scoring form:**

No.	Name	Aspect				Score
		Clarity (1-20)	Content (1-40)	Language use (1-20)	Creativity (1-20)	
1						

.....20...

**Lecturer**





**G. BEING A TOUR GUIDE**



**Goal:**

- To measure students ability in delivering material as a tour guide

**Instruction:**

1. Collect information of one of tourism resort.
2. Observe the resort (history, route, view, facility, shopping center, homestay, food court, etc.)
3. Make a deal with tourists or call travel agent to get their permission for being their tour guide.
4. Create a concept of tour guide. You can consult your draft to your lecturer first.
5. Practice to be a tour guide
6. Don't forget to record it and send the recording to your lecturer.
7. The aspect will be scored in the presentation: Fluency and accuracy, content, language use, and interaction.
8. Don't forget to print out the reporting form and give it to your lecturer as a report.

**Authentic Proof**

Name: \_\_\_\_\_

No	Name	Origin	Signature	Note
1				
2				
3				
4				
5				

**Scoring form:**

No.	Name	Aspect				Score
		Fluency & Accuracy (1-20)	Content (1-20)	Language use (1-20)	Interaction (1-40)	
1						

.....20...

**Lecturer**

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## AUDIO



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3. Does Interactive Whiteboard Affect Students' Writing Proficiency ( The Asian EFL Journal)
4. Interlanguage Pragmatics: Politeness Strategy of Apology by Thai Learners in "Indonesian Learning Program for Foreign Speakers" ( The Asin ESP Journal)
5. Is Intercultural Awareness Reflected in the Classroom? Voices from Internationsl Conference for EFL Teachers (The Asian ESP Journal)
6. Lesson Study: Investigating Its Potential for EFL Students' Learning of Teaching Content (The Journal of Asia TEFL)

7. Facebook Aided Lesson Study Design: Investigating Its Potential on EFL Students' Literature Review Writing Skill (International Journal of Instruction)
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